*YOU MUST SUBSCRIBE TO A CALLER DISPLAY AND CALL WAITING SERVICE BEFORE YOUR DIVERSE 4010 EXECUTIVE WILL DISPLAY THIS INFORMATION. A QUARTERLY FEE IS PAYABLE.

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

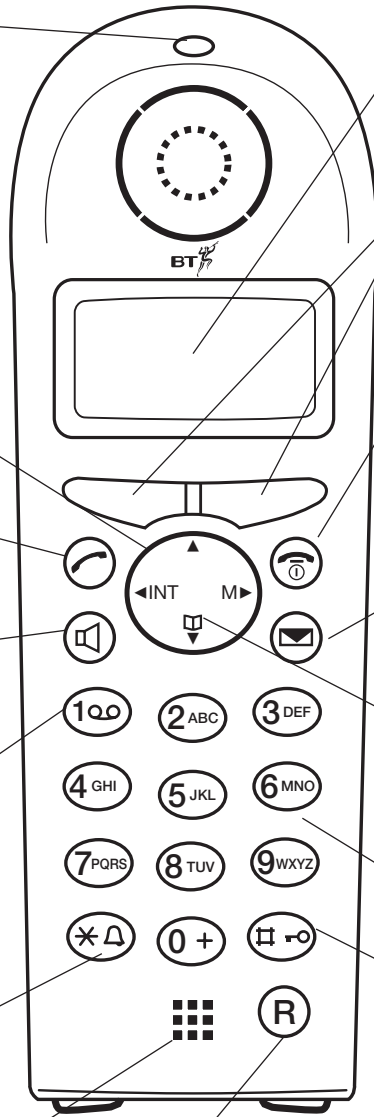
Diverse 4010 Executive

Digital Cordless Telephone

User Guide

Please open this page for an ‘At a glance’ guide to your Diverse 4010 Executive.

At a glance



In use light

Lights up when the handset is in use and flashes to indicate calls, messages, alarm calls or appointment reminders.

Navigation button

Let you display and select on-screen options.

Green phone

For making and answering calls.

Handsfree

Use to answer calls or make a call in handsfree mode.

One button

Apart from being the number one button hold down to access your Voice Mail service or answering machine.

Star/bell

Switches the handset ringer on and off.

Microphone

Display

Displays the status of your handset.

Options buttons

Lets you select from the menu options shown in the display.

Red phone

Press to end a call, return the display to idle or turn the power on and off.

Calls list

Lets you access your lists – calls, text and voice mail.

Directory

Used to store numbers, names and birthdays in the directory.

Keypad

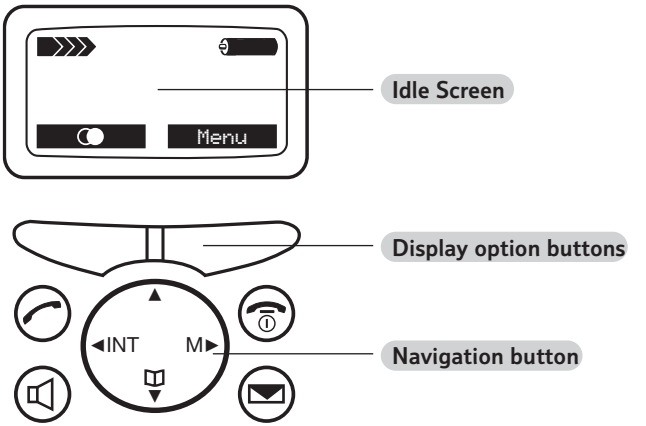
Hash/Keyguard

Hold down to switch the keypad guard on and off.

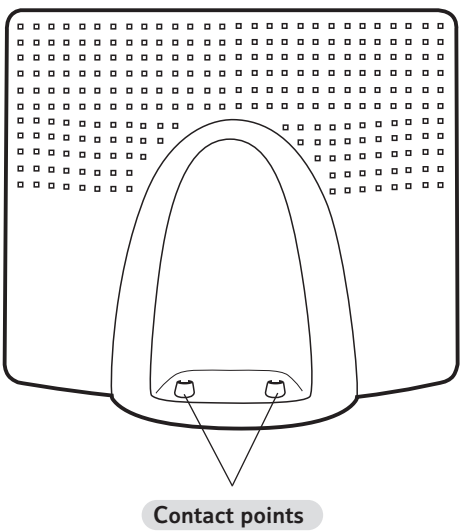
Recall

Press for use with switchboards and certain Network Services. Press and hold down to access an extra directory for storing 10 names and numbers.

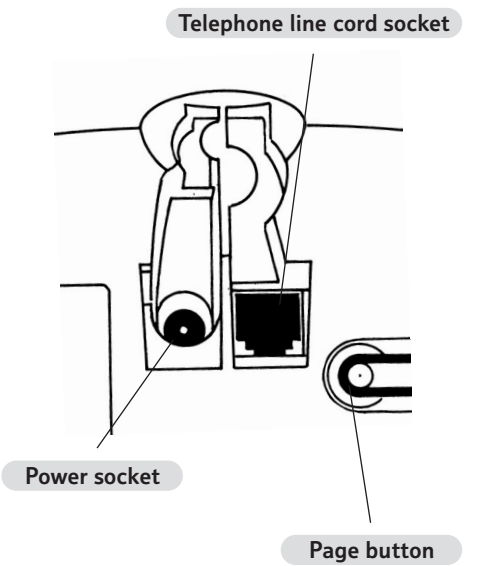
Handset display



Base



Base underside



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Hints and tips boxes

In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Main menu

1	Text message	1-1 1-2 1-3 1-4	Write message Incoming Outgoing Service Centre. 1 Service Centre. 2				
2	Select Services	2-1 2.2 2.3 2.4	Withhold No. Call Waiting Ringback off Call Divert				
3	Additional Features	3-1 3-2	Room Monitor Walk and Talk				
4	Calendar Clock	4-1 4-2 4-3 4-4	Set Appoints. Alarm Clock Missed Dates Date/Time	[entry] [entry] [entry] [entry]			
5	Sound Settings	5-1 5-2 5-3	Handset Volume Ringer Settings Advisory Tones	[entry] [entry] [entry]			
6	Handset Settings	6-1 6-2 6-3 6-4 6-5	Auto Answer Language Register H/Set Select Base Reset Handset	 [list] [list] [list]			
7	Base Settings	7-2 7-3 7-4	System-PIN Base Reset Add.Features	[entry]			
				7-4-1	Dialling mode	7-4-1-1 7-4-1-2 7-4-1-3	Tone Pulse DTMF Earth
				7-4-2	TBR	7-4-2-1 8-4-2-2 8-4-2-8	80ms etc until 600ms
				7-4-3	Repeater mode		
				7-4-4	Access Code		
				7-4-5	Add. Emerg. No		
				7-4-6	Listening in		
8	Voice mail	8-1	Set key	8-1-1	Mailbox		

Note

If your handset is registered to a Diverse 4000 answering machine base, you will have additional menu's in No.8 Voice Mail. Please refer to your Diverse 4016 guide to see what further menus are now available.

Directory

Press to open the Directory.

After selecting an entry, and pressing the **MENU** button, the following functions are available.

1	Display Number
2	Delete Entry
3	Copy Entry
5	Delete List
6	Send List
7	Available Memory

Messages

Press to get your messages from the mailbox, answering machine, message list and text messages.

The following functions are available:

1	Text Message				
2	Answering Machine (if available)				
3	Mailbox				
4	Calls List	4-1	Copy to Dir.		
		4-2	Del Calls List		
		4-3	Settings	4-3-1	Missed Calls
				4-3-2	All Calls

Note

If you make a mistake, you can return to the previous menu by pressing the **RED PHONE** *button. If you keep pressing the* **RED PHONE** *button you will return to the idle screen.*

Quick guide

Switch OFF the handset: (default is ON)	Hold down
Switch Keyguard on/off	Hold down
Switch keypad tones on/off	Hold down
Make a call	
Redial a number	to scroll through the list to dial.
Save a displayed number in the directory	**Menu** to display `Copy to directory` **OK** add name **Menu** **OK**
Dial from the directory	to name or number you want to dial
Dial from Calls list	to display `Caller List` **OK** to display the number you want
Adjust handsfree volume	**Menu** to display `Sound settings` **OK** display shows `Handset volume` **OK** to decrease volume to increase volume **Save**
Adjust earpiece volume	**Menu** to display `Sound settings` **OK** display shows `Handset volume` **OK** to decrease volume to increase volume **Save**
Make internal call	to display the list of internal users
Call all handsets	to `Call All`
Transfer call to another handset	caller is on hold to display `Internal Users` **OK**
Put caller on hold while you make an internal call	to put caller on hold to display `Internal Users` **OK** **End**
Set date and time	**Menu** to display `Calendar/Clock` **OK** to display `Date/Time` **OK** enter settings **Save**
Set alarm clock	**Menu** to display `Calendar/Clock` **OK** to display `Alarm clock` **OK** enter settings **Save**

Quick guide to handset display icons

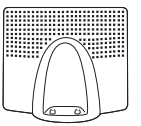
	Redial, lists up to the last 5 dialled number.
	Indicates messages in the Calls list.
	Flashes to indicate new messages.
INT	For calling other handsets.
Menu	Opens the menu.
	Shows the status of the handset battery.
	Shows the range status.
	Displayed when the handset ringer is set to off.
OK	Confirms the function displayed.
	Deletes numbers/characters (from left to right).
	Keypad locked.
	Displayed when the Alarm clock and appointments are set.
	Displayed when a birthday date is set.

Introduction

Unpacking your Diverse 4010 Executive

If anything is missing, please contact your place of purchase immediately.

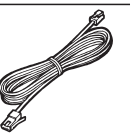
One Diverse 4010 Executive base station



One Diverse 4000 Executive handset

One power supply for the base station

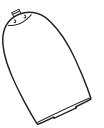
One telephone line cord



Two AA rechargeable batteries

One belt clip

Battery compartment cover



For your records

Date of purchase:
Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your system PIN code here:

For more information on your system PIN, *see page 52*.

Safety instructions

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is M-GA35-095130F.

For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. Recommended batteries should have a power rating of at least 600mAh 1.2V. Batteries are available from the **Diverse Helpline 08457 908070**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999/112**).

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Please note that your handset is NOT registered to the base station. The Diverse 4010 handset will be easily registered once you complete the steps 1 to 3 below.

Plan the location

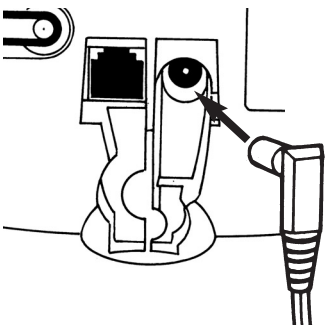
Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

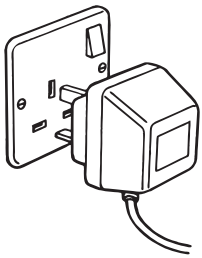
Do not situate the product in the bathroom or other humid areas.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



2 Plug the power supply unit into the wall socket



WARNING

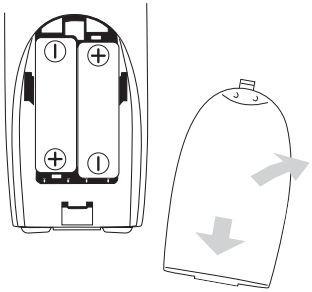
Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

3 Registering and charging the handset

The display is protected by a plastic film. Remove the protective plastic film from the display.

Insert the batteries

Insert the two batteries supplied, as indicated on the label inside the battery compartment and slide the battery compartment cover shut.



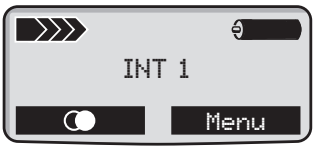
The battery cover may be found in the packaging with the batteries.

WARNING

Under no circumstances should non-rechargeable batteries be used. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g.: INT1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:



If the icons on the display flash continuously…

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3 above. If the product has still not registered, please see "Registering manually" on page 56.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the Diverse 4010 Executive.

Leave the handset for approx. 16 hours in the base station to charge the batteries, as they are not charged in the factory. The charging status icon flashes on the handset to indicate that the batteries are being charged.

Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

Batteries fully charged

Batteries at 66%

Batteries at 33%

Batteries empty

Out of range?

If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

After charging your handset batteries for the first time, subsequent charging time is approximately 4–5 hours. Batteries and case may become warm during charging. This is normal.

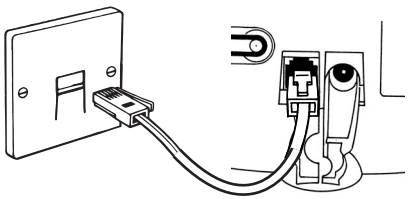
Under ideal conditions, the handset batteries should give about 10 hours talktime or 150 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.

Fully discharging the batteries at least once a week will help them last as long as possible. However, the charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries can be obtained from any BT shop or from the Diverse Helpline **08457 908070**.

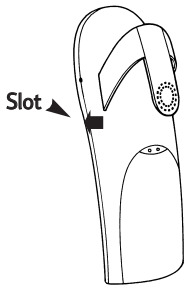
If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Fit the belt clip onto the back of the handset.



Helpline

Your Diverse 4010 Executive is now ready for use. However, If you experience any difficulties please call the BT Diverse Helpline on **08457 908 070**.

Signal strength

The range of your Diverse base station is 300 metres outdoors and up to 50 metres indoors under ideal conditions. The signal strength indicator shows the quality of contact between the base station and handset.

receive strength 100%

receive strength 75%

receive strength 50%

low receive strength

no reception (flashes)

Setting the date and time

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Calendar/Clock`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Date/Time`.

OK Press the **OK** options button.

Enter the day/month/year, e.g. **05 10 01** for 5th October 2001.

Press the **DOWN** navigation button.

Enter the time – hours/minutes. e.g. **0925** for 9:25am.

am/pm Press the **am/pm** options button to choose between am or pm if in 12 hour mode.

Press the **DOWN** navigation button.

Enter the mode – 12hr is the default. If you want to keep as 12hr clock.

Save Press the **Save** options button if you want to change to 24hr clock.

Press the **LEFT** navigation button the option changes to 24 hr clock.

Save Press the **Save** options button.

Press the **RED PHONE** button until you reach the idle display.

Note

If you subscribe to a Caller Display service the time and date will be set with the first incoming call.

Using the telephone

Note

To quit a menu at any time, press the **RED PHONE** *button. This will take you back one step. Keep pressing the* **RED PHONE** *button to return to the idle screen.*

To switch the handset power on and off

Press *and hold* the **RED PHONE** button to switch the handset off.

Press and hold the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched ON.

Press the **GREEN PHONE** button. You will hear the dial tone.

Dial the number.

Preparatory dialling

Enter the phone number first.

If you make a mistake press the **DELETE** options button to remove any incorrect digits.

Press the **GREEN PHONE** button to dial the number.

To end a call

Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

To receive an external call

When the phone rings the In use light on top of the handset will flash.

Press the **GREEN PHONE** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called Autotalk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, *see page 49*.

Handsfree

Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example to take notes.

To make a handsfree call

Dial the number

Press the **HANDSFREE** button. The loudspeaker is switched on and you hear the number being dialled.

To switch back to using the handset at any time, press the **GREEN PHONE** button.

To adjust the handsfree volume

Whilst in handsfree mode and you want to increase or decrease the handsfree volume press the **HANDSFREE** button.

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button to highlight `Handsfree volume`.

OK

Press the **OK** options button.

Using the **RIGHT/LEFT** navigation buttons you can either increase or decrease the volume.

To answer a call in handsfree

When the phone rings:

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

To switch to handsfree during a call

During a call you can switch to handsfree mode:

Press the **HANDSFREE** button. The call is transferred to the loudspeaker.

Press the **GREEN PHONE** button to switch back to using the handset.

Note

If you need to replace the handset in the base station during a call, for example, because the battery is flat, hold down the **HANDSFREE** *button.*

Using the directory

You can store up to 200 numbers and names in the telephone directory. You can enter up to 32 digits and up to 16 characters. If you wish, you can also add a birthday or special date.

To store an entry in the directory

Press the **DOWN** navigation button until the display shows `New Entry`.

OK Press the **OK** options button.

Enter the telephone number.

Press the **DOWN** navigation button to enter the name.

Enter the name.

Entering names:
Enter the name using the letters on the keypad. For example, to enter the name TOM:

8 TUV Press the **8** button, `T` appears on the display.

6 MNO Press the **6** button three times until the display shows `O`.

6 MNO Then press the **6** button to display `M`.

For the full character map, *see page 18.*

If required, use the **DOWN** navigation button and keypad to enter birthday or special date information. (For more details *see page 36.*)

Menu Press the **Menu** options button. Display shows `Save Entry`.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Note

The first letter of each name, and the first letter after a punctuation mark are automatically shown as capitals. Letters are always added to the left of the cursor.

Press to switch between capitals and lower case.

Press to move the cursor

Press to delete from left to right,

Press **1** *to enter a blank space.*

Character map

These are the characters you can use when storing a directory entry.

	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x
1	␣	1	?	£	$	¥	¤							
2 ABC	a	b	c	2	ä	á	à	â	ã	ç				
3 DEF	d	e	f	3	ë	é	è	ê						
4 GHI	g	h	i	4	ï	í	ì	î						
5 JKL	j	k	l	5										
6 MNO	m	n	o	6	ö	ñ	ó	ò	ô	õ				
7 PQRS	p	q	r	s	7	ß								
8 TUV	t	u	v	8	ü	ú	ù	û						
9 WXYZ	w	x	y	z	9	ÿ	ý	æ	ø	å				
*	a→A	*	/	(	)	<	=	>	%					
0 +	.	,	?	!	0	+	-	:	¿	¡	“	‘	;	–
#	#	@	\	&	§									

To dial a name and number in the directory

Press the **DOWN** navigation button to open the directory.

Enter the first letter of the name you want, e.g. for Emma, press **3** twice to search for names beginning with E.

Or

Press the **DOWN** navigation button to scroll through the names which are listed in alphabetical order.

Press the **GREEN PHONE** button. The number is dialled.

To view directory entry

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to scroll through the entries.

Or

Press the first letter of the name you are looking for.

View

Press **View** to display all the details stored in the entry.

Press the **RED PHONE** button until you reach the idle display.

To edit a directory entry

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to scroll to the entry you want.

View

Press **View**. The number is displayed.

Change

Press the **Change** options button to amend the details in that entry.

Enter the changes you want.

Press the **DOWN** navigation button to move to the name.

Enter the changes you want.

Press the **DOWN** navigation button to move to the birthday details.

Enter the changes you want.

OK

Press the **OK** options button.

Display shows `Save Entry`.

Press the **RED PHONE** button until you reach the idle display.

USING

To copy an entry to another handset

You can copy individual entries to another Diverse 4000 Executive handset.

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to scroll to the entry you want to copy.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Copy Entry`.

OK Press the **OK** options button to confirm. You hear a confirmation beep.

Press the **DOWN** navigation button to display the number of the handset you want to copy the entry to.

OK Press the **OK** options button to confirm. The entry is copied. You hear a beep from the receiving handset to confirm.

You can now copy another entry.

Yes Press the **Yes** options button.

Press the **DOWN** navigation button to scroll to the next entry you want to copy.

Copy Press the **Copy** options button. The entry is copied. You can now repeat these steps until you have copied all the entries you want.

When you have finished copying

No Press the **No** options button.

Press the **RED PHONE** button until you reach the idle display.

To copy the entire directory

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to highlight the first entry in the directory.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Send List`.

OK Press the **OK** options button to confirm. The numbers of all other registered handsets are displayed.

Press the **DOWN** navigation button to select the handset you want to copy the directory to.

OK Press the **OK** options button to confirm. The directory is copied. You hear a beep from the receiving handset to confirm.

The directory will be added to any existing entries already stored on the receiving handset.

The receiving handset displays how many entries have been received. Any entries with the same number are duplicated so the number of stored entries may be different from the number of entries sent.

Press the **RED PHONE** button until you reach the idle display.

Note

Copying is stopped:

- *if the directory of the receiving handset becomes full. If so, the last entry is displayed.*
- *if you receive a call. The entry currently being copied will be completed.*

To delete an entry

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to scroll to the entry you want to delete.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Delete Entry`.

OK Press the **OK** options button to confirm. You hear a confirmation beep.

Press the **RED PHONE** button until you reach the idle display.

To delete the entire directory

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to highlight the first entry in the directory.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Delete List`.

OK Press the **OK** options button.

Yes Press the **Yes** options button to confirm. Or press the **No** options button to cancel.

Press the **RED PHONE** button until you reach the idle display.

To display the available memory

You can see how much directory memory is still unused.

Press the **DOWN** navigation button to open the directory.

Press the **DOWN** navigation button to highlight the first entry in the directory.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Available Memory`.

OK Press the **OK** options button. The amount of memory available is displayed.

Press the **RED PHONE** button until you reach the idle display.

Redial

Your handset automatically saves the last five telephone numbers dialled into a redial list.

To dial a number in the redial list

Press the **REDIAL** options button. The last number dialled will be displayed.

Press the **DOWN** navigation button to scroll through the redial list.

Press the **GREEN PHONE** button to dial the number.

To copy numbers shown in the redial list to the directory

Press the **REDIAL** options button.

Press the **DOWN** navigation button to highlight the number you want to copy.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Copy to Directory`.

OK Press the **OK** options button.

If necessary, you can edit the number.

Press the **DOWN** navigation button.

Enter the name (for details, *see page 17*. You can also enter a birthday reminder, *see page 36)*.

Menu Press the **Menu** options button. Display shows `Save Entry.`

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

USING

Note

To cancel any procedure, press the **RED PHONE** *button until the display returns to idle.*

To delete a number from the redial list

Press the **REDIAL** options button.

Press the **DOWN** navigation button.

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Delete Entry`.

OK

Press **OK** to confirm deletion.

Press the **RED PHONE** button until you reach the idle display.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call:

Press the **LEFT** navigation button. The microphone is switched off. The caller hears musical tones.

Press the **RETURN** options button to talk to your caller again.

Paging and internal calls

You can alert handset users that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

Press the **LEFT** navigation button.

A list of all the handsets that are registered to the base are listed, you can select any of them.

Your handset is identified by a <.

Highlight the handset you want to call and press the **GREEN PHONE** button to call or page.

Or

Call All

Press the **Call All** options button to page all the handsets registered to the base.

Press the **RED PHONE** button on the handset you are paging or calling to end the call or page.

To transfer an external call between handsets

You can forward an external call to another handset registered to the base.

During an external call:

Press the **LEFT** navigation button to display the list of handsets. Your caller hears musical tones.

Press the **UP** or **DOWN** navigation button to select the handset you want to call.

Press the **GREEN PHONE** button to call. When the other handset answers you can announce the call.

Press the **RED PHONE** button to put the call through.

Note

You can also put the call through without announcing it by immediately by pressing the **RED PHONE** *button after dialling the other handset.*

To put an external call on hold and speak to another handset

This enables you to ask another handset user a question and then get straight back to your caller.

During a call:

Press the **LEFT** navigation button to display the list of handsets. Your caller hears musical tones.

Press the **UP** or **DOWN** navigation button to select the handset you want to call.

Press the **GREEN PHONE** button to call.

End Press the **End** options button

Or

Press the **RED PHONE** button to end the internal call and talk to your external caller again.

To answer a waiting call during an internal call

If you are making an internal call and hear the Call Waiting tone you can immediately take the incoming call.

Accept Press the **Accept** options button to speak to the external caller and end the internal call.

USING

To switch 3-way conversation function on/off

Your Diverse 4010 can hold 3-way calls between handsets.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Add. Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Listening In`.

OK Press the **OK** options button. A ✔ indicates the feature is on. Press the **OK** options button again to switch it off.

Press the **RED PHONE** button until you reach the idle display.

To hold a 3-way conversation

Providing the feature is switched on:

Your handset display shows the line is In Use.

Press the **GREEN PHONE** button, the other two callers will hear a beep announcing your entry into the conversation and the display will show `Listening In`.

Press the **RED PHONE** button to leave the conversation, the other two callers will hear a beep announcing that you have left the call.

Caller Display and other Select Services

IMPORTANT

To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Select Services call BT free on **0800 800 150**.

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld).

If you have stored a name to go with the number in your handset directory, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show WITHHELD.

If you call from another handset, the display shows the handset number and INT.

Note

If you have a new call in your Calls list, the ✉ icon and In use light will flash.

Note

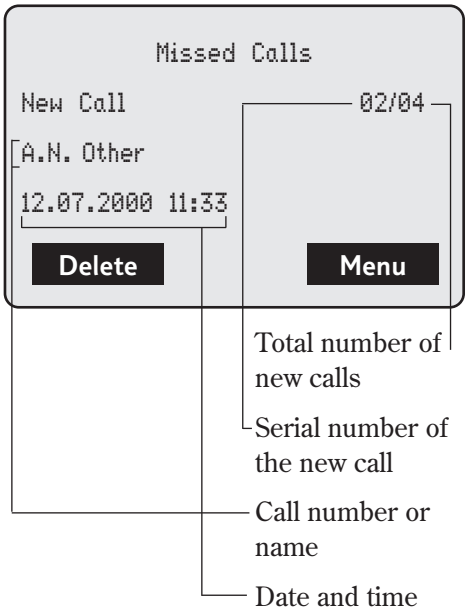
Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the Network.

Calls list

The Calls list contains the telephone numbers of your last 30 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.



New Call	= The call is new.
Old Call	= The call has already been viewed.
Call List	= The call has been answered.

The ✉ button lets you open:

- Calls list.
- Text messages (SMS).
- Messages in a mailbox (voice mail).

To view the Calls list

When you have new calls, the display flashes ✉ and the In Use light flashes.

Press the **ENVELOPE** button.

Press the **DOWN** navigation button to until the display shows Calls List.

OK Press the **OK** options button. The most recently received call is displayed.

Press the **DELETE** options button to delete the entry displayed.

Press the **UP/DOWN** navigation button to scroll through the list.

Press the **RED PHONE** button until you reach the idle display.

To dial from the Calls list

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until the display shows Calls List.

OK Press the **OK** options button. The most recently received call is displayed.

Press the **UP/DOWN** navigation button if necessary to scroll through the list to the call you want.

Press the **GREEN PHONE** button. The number displayed is dialled.

To copy a number from the Calls list to the Directory

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until the display shows `Calls List`.

OK

Press the **OK** options button. The most recently received call is displayed.

Press the **UP/DOWN** navigation button if necessary to scroll through the list to the call you want.

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Copy to Dir`.

OK

Press the **OK** options button. The number is copied.

To enter a name:

Press the **DOWN** navigation button to move the cursor to the name section. The cursor is now in a position for you to add a name to the number if you want to.

Enter the name.

OK

Press the **OK** options button to save the entry.

Press the **RED PHONE** button until you reach the idle display.

To delete a call from the Calls list

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until `Calls List` is highlighted.

OK

Press the **OK** options button.

The most recently received call is shown.

Press the **DOWN** navigation button until the call is displayed that you want to delete.

Press the **DELETE** options button.

Display shows `Entry has been deleted`.

Press the **RED PHONE** button until you reach the idle display.

To delete the complete Calls list

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until `Calls List` is highlighted.

OK Press the **OK** options button.

The most recently received call is shown on the display.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until `Del Calls List` is highlighted.

OK Press the **OK** options button.

Display shows `No Entries Found`.

Press the **RED PHONE** button until you reach the idle display.

To set the list to contain all calls or missed calls

Press the **ENVELOPE** button.

Press the **DOWN** navigation button until `Calls List` is highlighted.

OK Press the **OK** options button.

The most recently received call is displayed.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until `Caller List` is highlighted.

OK Press the **OK** options button.

OK Highlight and press the **OK** options button for which ever list you require. Either `All Calls` or `Missed Calls` will have a tick by the side to tell you which is the current setting.

Press the **RED PHONE** button until you reach the idle display.

Call Waiting

If you also subscribe to a Call Waiting Service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

During a call when you hear the Call Waiting beeps:

The number (or name if stored in the directory) of the second caller will flash on the display.

Menu Press the **Menu** options button. Display shows `Accept`.

Recall Press the **Recall** button to toggle between callers.

Press the **RED PHONE** button until you reach the idle display.

Other Select Services

Your Diverse 4010 Executive handset helps you use your Network's special services. For full details ask your Network provider.

Options before you make a call

Before making a call you can:

- Withhold your number from being sent for one call.
- Switch Call Waiting on/off.
- Switch off Ringback.
- Divert all calls to another number (must be subscribed to).

To withhold your number from being sent

Your number appears on the display of the person you call. You can withhold it from the next call.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Select Services` highlighted.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Withhold No` highlighted.

OK Press the **OK** options button.

Enter the telephone number you want to call.

Menu Press the **Menu** options button. Display shows `Send`.

OK Press the **OK** options button to dial. *Or*

Press **GREEN PHONE** to dial.

The number is dialled and your number is withheld for this call.

Press the **RED PHONE** button until you reach the idle display.

To switch Call Waiting on/off

You can choose whether to have your Call Waiting service switched on or off depending on what you are doing i.e. if you are using the Internet via your PC and do not want Call Waiting to interrupt you.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Select Services`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Call Waiting`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to choose between `On` or `Off`.

Set Press the **Set** options button. Wait to hear the confirmation announcement from your Network.

Press the **RED PHONE** button to end the call.

Press the **RED PHONE** button until you reach the idle display.

Ringback Off

If you make a call and the number is engaged you can set your telephone to ring you back once the number is free by pressing **5**. If you want to cancel this request i.e. if you have to go out before the call rings back.

Menu Press the **Menu** button.

Display shows `Select Services`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until `Ringback Off` is highlighted.

Set Press the **Set** options button.

The ringback is cancelled.

Press the **RED PHONE** button until you reach the idle display.

To set Call Divert

Note

Call Divert requires subscription from your Network provider. You may be charged a subscription fee.

You can divert all incoming calls to another number where you can be reached.

You can divert calls:

- `Automatic` – calls are put straight through to the number you have set.
- `No answer` – calls are forwarded if your phone is not answered.
- `When busy` – calls are forwarded if your phone is engaged.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Select Services` highlighted.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Call Divert`.

OK Press the **OK** options button again.

Press the **LEFT/RIGHT** navigation button to display the option you want `Automatic`, `No Answer` or `If Busy`.

Press the **DOWN** navigation button to scroll to the next line.

Edit Press the **Edit** options button.

Enter the telephone number you want your calls diverted to.

Menu Press the **Menu** options button. Display shows `Save Entry`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to scroll to the next line.

Press the **LEFT/RIGHT** navigation button to switch Call Divert On or Off.

Send Press the **Send** options button. Wait to hear the confirmation announcement from your Network.

Press the **RED PHONE** button to end the call.

Press the **RED PHONE** button until you reach the idle display.

Additional features

Voice mail

If you have Call Minder or a Network Messaging Service on your telephone line you can set the 1 button to access your messages directory via one button.

To set one-touch access to your messages

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Voice Mail`

OK Press the **OK** options button.

Press the **DOWN** navigation button. The display shows `Set Key 1`.

OK Press the **OK** options button.

Press the **DOWN** navigation button. The display shows `Mailbox`.

OK Press the **OK** options button.

Enter the telephone number of your messaging service. For example, **1571** to access 'BT Answer' voice mail service.

Menu Press the **Menu** options button. Display shows `Save Entry`.

OK Press the **OK** options button.

Press the **RED PHONE** button until you reach the idle display.

To set up quick access to your Voice Mail service when behind a switchboard e.g. Meridian Mail

Follow the steps previously given, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:

e.g.. `7000`
Enter the access number for your messaging service.

`P`
Press the **RECALL** button to enter a pause in the dialling sequence.

e.g.. `1234 #`
Enter your extension number, followed by a hash.

`P`
Press the **RECALL** button to enter a another pause in the dialling sequence.

e.g.. 000000 #

Enter your PIN followed by a hash.

The entire number should look like this:

7000P1234nP000000n

Press the **RED PHONE** button until you reach the idle display.

Note

If you store your security PIN as part of the quick access number, anyone with access to the handset will be able to retrieve your messages.

To retrieve messages from your Voice Mail service

Press and *hold down* the **1** button.

When set up it will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now.

OK

Press the **OK** button.

You will be taken into your messages.

Press the **RED PHONE** button until you reach the idle display.

Note

If your handset is registered to an answering machine base i.e. Diverse 4016 you will be given the choice of accessing your answering machine messages or Network Messaging Service. See your Diverse 4016 user guide for further information.

Alarm clock and appointments

To set the alarm clock

You can use your handset as an alarm clock. The alarm rings every day at the time set. When you have set a time for the alarm, the display shows .

The original setting uses the 12 hour clock. If am or pm is displayed, the 12 hour clock is set. To switch between the 24 hour and 12 hour clocks *see page 13*

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows Calendar/Clock.

OK

Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Alarm Clock.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to select `On` or `Off`.

Press the **DOWN** navigation button to scroll to the next line.

Enter the time you want the alarm to be set for.

Press the **DOWN** navigation button. You can now choose the ringer melody for your alarm call.

Press the **LEFT** or **RIGHT** navigation button to hear the melody.

Save Press the **Save** options button to select the melody. Display shows to confirm the alarm is set.

Press the **RED PHONE** button until you reach the idle display.

To stop the alarm ringing

The alarm will ring for about 30 seconds.

Press any button to stop it ringing.

To switch off the alarm clock

You have set the alarm but do not want it to ring every day.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Calendar/Clock`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Alarm Clock`.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to select `Off`.

Save Press the **Save** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

To set an appointment call

You can tell your handset to remind you of one appointment at a specific date and time.
If `am` or `pm` is displayed you are using the 12 hour clock.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Calendar/Clock`.

OK Press the **OK** options button.

Display shows `Set Appoints`.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to select `Off` or `On`.

Press the **DOWN** navigation button to move to the next line.

Enter the day/month of your appointment, e.g. **05 02** for 5th February.

Press the **DOWN** navigation button to move to the next line.

Enter the hour/minute of your appointment, e.g. **0905** for 9:05am.

Press the **DOWN** navigation button. You can now choose the ringer melody for your alarm call.

Press the **LEFT** or **RIGHT** navigation button to hear the melody.

Save Press the **Save** options button to save your settings.

Press the **RED PHONE** button until you reach the idle display.

Note

Your alarm call will only ring if you are not using the handset at the time. The call rings for about 30 seconds.

To display/delete a missed appointment/anniversary

If you miss an appointment or an anniversary call, details are saved and the display shows `Appt`.

Appt Press the **Appt** options button. Display shows the list.

Press the **UP/DOWN** navigation button to display `Missed Appointment`.

OK Press the **OK** options button.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Calendar/Clock`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Missed Dates`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to select a missed appointment.

OK Press the **OK** options button. The information about the appointment is displayed.

A missed appointment is indicated by .

A missed anniversary is indicated by .

Press the **DELETE** options button to delete the appointment/anniversary from the list.

OK Press the **OK** options button to return to the list.

Or

Press the **RED PHONE** button until you reach the idle display.

Walk and Talk

Diverse 4000 series handsets can communicate with each other outside the range of the base station. When they are out of range, however, they cannot receive external calls.

Communication between two handsets is possible when:

- Handsets are registered at the same base station and have currently selected that base station *(see page 55)*.

Or

- Handsets have set Best Base station as their base station setting.

Or

- The handsets are not registered with any base station.

Range

The maximum range between two handsets whilst in Walk and Talk mode is up to 300 metres. Please note that batteries are used more quickly in Walk and Talk mode.

To switch Walk and Talk mode on and off

Menu Press the **Menu** options button.

Press the **DOWN** navigation button to until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Walk and Talk`.

OK Press the **OK** options button to switch Walk and Talk on.

Or

Off Press the **Off** options button to switch Walk and Talk off.

To use Walk and Talk

Walk and Talk mode must be switched on for at least two handsets.

Call a handset:

Call Press the **Call** options button. The called handset receives a Walk and Talk message on the display.

Answer a call:

Press the **GREEN PHONE** button to take the call.

Room monitor

You can use a handset as a room monitor. If a certain noise level is reached, the handset will automatically dial an internal or external number which you have set.

Note

To use the room monitor:

The answering machine must be switched off.

Make sure that the call bar has not been set.

The battery power is used more quickly.

Any incoming calls on the handset which is being used as the room monitor will not ring at the handset. The keypad and display are not backlit.

To store the internal number for your room monitor

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Room Monitor`.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to select `On` or `Off`.

Press the **DOWN** navigation button to move the cursor to the next line.

Change Press the **Change** options button to enter the number.

If an external number has already been entered, your can delete it by pressing the **DELETE** button.

If an internal number has been entered, delete it by pressing the **Yes** options button.

Enter the internal number you want the room monitor to call.

Or

Press the **LEFT** navigation button to display handset numbers.

Press the **UP** or **DOWN** navigation button to select the handset you want the room monitor to call.

Save Press the **Save** options button to save the number.

Press the **DOWN** navigation button to move the cursor to the next line.

Press the **LEFT** or **RIGHT** navigation button to select the noise sensitivity `High` or `Low`.

Save Press the **Save** button to save the setting.

Press the **RED PHONE** button until you reach the idle display.

To store the external number for your room monitor

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Additional Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Room Monitor`.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to select `On` or `Off`.

Press the **DOWN** navigation button to move the cursor to the next line.

Change Press the **Change** options button to enter the number.

If an external number has already been entered, your can delete it by pressing the **DELETE** button.

If an internal number has been entered, delete it by pressing the **Yes** options button.

Enter the external number you want the room monitor to call.

Or

Press the **LEFT** navigation button to open the Directory.

Press the **DOWN** navigation button to scroll to the entry you want.

OK Press the **OK** options button to select the number.

Menu Press the **Menu** options button. Display shows `Save Entry`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to move the cursor to the next line.

Press the **LEFT** or **RIGHT** navigation button to select the noise sensitivity `High` or `Low`.

Save Press the **Save** button to save the setting.

Press the **RED PHONE** button until you reach the idle display.

To switch off the room monitor from another phone

When you are called by the room monitor, you can switch off the room monitor from that phone.

Answer the call.

9 WXYZ
2 ABC

Press the **9** and **2** button. The room monitor is switched off.

Handset settings

You can choose a range of settings to suit your personal preferences.

To change the earpiece volume and loudspeaker volume

You can choose from:
- 3 earpiece volume levels
- 5 levels handsfree loudspeaker volume levels.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Sound Settings`.

OK Press the **OK** options button.

The display shows `Handset Volume`.

OK Press the **OK** options button. You hear the current handsfree volume.

Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

Press the **DOWN** navigation button to select the handset earpiece volume

Press the **LEFT** or **RIGHT** navigation button to set the volume level you want.

Save Press the **Save** options button to confirm and save the settings.

Press the **RED PHONE** button until you reach the idle display.

To set the ringer volume and melody

You can choose from:
- 5 ringer volumes (original setting = 3)
- Crescendo ring (increasing volume)
- Ringer off
- 10 ringer melodies

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Sound Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Ringer Settings`.

OK Press the **OK** options button. You hear the current ringer volume.

Press the **LEFT** or **RIGHT** navigation button to set the ringer level you want.

Press the **DOWN** navigation button to select the ringer melody.

Press the **LEFT** or **RIGHT** navigation button to set the ringer melody you want. The melody is played and its number shown

Save Press the **Save** options button to confirm and save the settings.

Press the **RED PHONE** button until you reach the idle display.

Shortcut button

If you want to switch the handset ringer off quickly you can also press and hold the ✱ button. The icon is displayed. To turn the handset ringer back on press and hold down the ✱ button again and the symbol will disappear.

To set time control for the ringer volume

You can set a different ringer volume for a certain period, e.g. If you want to lower the volume of the ringer between the hours of 8pm and 7am because of children sleeping.

Menu Press the **Menu** options button.

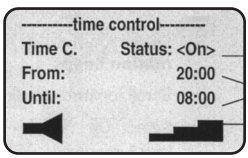
Press the **DOWN** navigation button until the display shows Sound Settings.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Ringer Settings.

OK Press the **OK** options button. You hear the current ringer volume.

Time C Press the **Time C** options button.



Press the **LEFT** or **RIGHT** navigation button to switch the time control on or off.

Press the **DOWN** navigation button.

Enter the time period you want for the ringer from.

Press the **DOWN** navigation button to scroll down to the time you want it until.

Press the **LEFT** or **RIGHT** navigation button to set the ringer volume.

Save Press the **Save** options button to confirm the settings.

Press the **RED PHONE** button until you reach the idle display.

To change the display language

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows H/Set Settings.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Language.

OK Press the **OK** options button.

Press the **DOWN** navigation button to display the language you want.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

To switch off your handset's beeps and tones

You can switch off and on:

- Key beeps when you press each button on your handset
- Confirmation beeps when you have finished making a setting or action on your handset.
- Battery Low warning beep. You can also set this to sound only during a call.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows Sound Settings.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Advisory Tones.

OK Press the **OK** options button.

Press the **LEFT** or **RIGHT** navigation button to switch the key tones On or Off.

Press the **DOWN** navigation button to move to the next line.

Press the **LEFT** or **RIGHT** navigation button to switch the confirmation tones On or Off

Press the **DOWN** navigation button to move to the next line.

Press the **LEFT** or **RIGHT** navigation button to switch the battery low beep On or Off or to sound only during a call.

Save Press the **Save** options button to confirm the settings.

Press the **RED PHONE** button until you reach the idle display.

To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto-talk. When you switch auto-talk off, you answer all calls by pressing the **GREEN PHONE** button.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `H/Set Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Auto Answer`.

OK Press the **OK** options button. A ✔ indicates auto talk is switched on. Press the **OK** options button again to switch auto-talk off.

Press the **RED PHONE** button until you reach the idle display.

To reset a handset

You can restore a handset to its factory settings.

Registration, the Directory and the Calls list are not affected.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `H/Set Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Reset Handset`.

OK Press the **OK** options button.

Yes Press the **Yes** options button to confirm reset.

The settings after a reset will be:

Ringer volume	**3**
Ringer melody	**1**
Auto talk	**On**
Battery low beep	**On**
Room monitor level	**5**
Room monitor level	**high**
Time control	**off**
Display language	**English**
Redial list	**deleted**

Press the **RED PHONE** button until you reach the idle display.

To switch keyguard on and off

You can lock the keypad so that it cannot be used accidentally while carrying it around.

Press and hold the **#** button. When the keyguard is switched on, the display will show the icon.

Press and hold the **#** button to switch the keyguard off.

To give a handset a name rather than a number

The handsets when registered are assigned numbers e.g. INT 1. You can give the handset a name instead of a number to match the user or location, e.g. Anne or Office.
The name can be up to 10 characters long.

Press the **LEFT** navigation button to display the list of handsets.

Press the **UP** or **DOWN** navigation button to select the handset you you want to change the name or number of.

Edit Press the **Edit** options button.

Enter the name you want.

Save Press the **Save** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

To change the internal number of a handset

Your handsets are automatically assigned internal numbers between 1-6. You can change these numbers.

Press the **LEFT** navigation button to display the list of handsets.

Press the **UP** or **DOWN** navigation button to select the handset you want.

Edit Press the **Edit** options button.

Enter an available number. If the number is already assigned to another handset you hear a beep. Select another number.

If required, press the **UP** or **DOWN** navigation button to select another handset and use the Keypad to change the number.

OK Press the **OK** options button to confirm.

Press the **RED PHONE** button until you reach the idle display.

Call Barring

To set call barring

You can stop individual handsets from dialling specific external numbers.

You can set the following options:

- No barring (this is the original setting)
- Outgoing – handset can make internal calls and receive external calls but cannot make external calls.
- Internal only – handset can only make internal calls.

Press the **LEFT** navigation button to display a list of handsets.

Press the **UP** or **DOWN** navigation button to select the handset you want.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Call Barring`.

OK Press the **OK** options button.

Enter the PIN (original setting = `0000`)

OK Press the **OK** options button.

Press the **DOWN** navigation button to display the setting you want, `No barring`, `Outgoing` or `Internal only`.

OK Press the **OK** options button. A ✔ will appear next to your selection.

Press the **RED PHONE** button to cancel at any time during these steps.

Base Station settings

Base Station PIN (Personal Identification Number)

Your base station PIN has a default setting of 0000 but you may want to change this to prevent unauthorised use of the handset(s).

If you change your PIN keep a record of the new number by writing it in the space provided on page 8.

To change the base station PIN

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows Base Settings.

Press the **DOWN** navigation button until System PIN is highlighted

OK Press the **OK** options button.

Enter the PIN (original setting = 0000).

OK Press the **OK** options button.

Enter the new PIN.

Press the **DOWN** navigation button to scroll to the next line.

Repeat the new PIN to confirm.

Yes Press the **Yes** options button to save the new PIN.

Press the **RED PHONE** button until you reach the idle display.

To set an emergency number

Emergency numbers can be set so that even handsets that are barred from dialling external numbers can be used to make an emergency calls.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows Base Settings.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Add. Features.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Add. Emerg. No.

OK Press the **OK** options button.

OK Press the **OK** options button.

Enter the PIN (original setting = 0000).

OK Press the **OK** options button.

Enter the emergency number you want – up to 16 digits. If an emergency number is already set it is shown, you can change it.

Menu Press the **Menu** options button. Display shows Save Entry.

OK Press the **OK** options button to confirm the setting.

Press the **RED PHONE** button until you reach the idle display.

To display and dial the emergency number

The emergency number is saved in the base station so any handset can dial it, even if it barred from all other external calls.

Press the **GREEN PHONE** button.

Emer Call Press the **Emer Call** options button. Display shows the emergency numbers you have set.

Press the **UP** or **DOWN** navigation button to select the emergency number you want.

OK Press the **OK** options button to dial.

To reset the base

You can restore a base station to its factory settings. Resetting the base will not affect the system PIN or handset registration.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows Base Settings.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows Base Reset.

OK Press the **OK** options button.

Enter the PIN (original setting = 0000.)

OK Press the **OK** options button.

Yes Press the **Yes** options button to confirm reset.

The settings after a reset will be:

Calls list	**deleted**
Join call	**deleted**
Handset names	**INT 1- INT 6**
Alarm clock	**switched off**
Dialling mode	**tone**
Flash time	**100ms**
Prefix	**deleted**
Pause after prefix	**3secs**
SMS provider number	**Pre-set number switched on**
SMS incoming and outgoing lists	**deleted**
Voice dialling	**deleted**

Press the **RED PHONE** button until you reach the idle display.

To set repeater mode

You can extend the range of your base station by purchasing a Diverse repeater. This boosts the signal and allows you to use your handset further away from the base station. If you want to use a Diverse repeater, you must switch this mode on.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Add. Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Repeater Mode`.

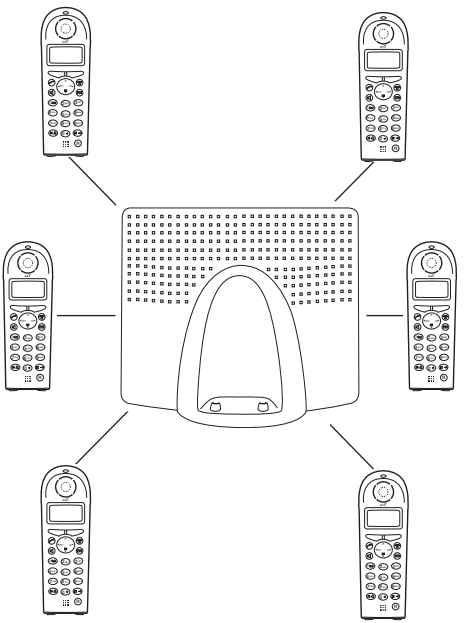
OK Press the **OK** options button.

Yes Press the **Yes** options button.

Press the **RED PHONE** button until you reach the idle display.

Using additional handsets and bases

Up to six handsets can be registered and operated from the Diverse 4010 Executive base station. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to four bases.

Registering additional handsets

If you purchase new handsets to use with your current Diverse 4010 Executive, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new additional Executive handset to a 4010 base station

For this method of registration your handset must be a Diverse 4000 Executive.

Place your handset in the base station.

Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. INT 2.

The next available internal number (**2-6**) will be automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned.

You can change the internal handset number if you wish, see page 50.

To manually register a Diverse 4000 Executive handset to another base station

If you want to register your handset to another base station you will need to manually register it.

On the handset to be registered:

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `H/Set Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Register H/Set`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to display the Base Station number you want `Base 1`, `Base 2`, `Base 3`, `Base 4`.

For example, if the handset is already registered at Base 1, you could set your base as Base 2.

OK Press the **OK** options button.

Enter the base station PIN (original setting = `0000`)

OK Press the **OK** options button. Display shows `Registr. Procedure Base X`.

If the base station is a Diverse 4010 or 4016 base press the **PAGE** button located underneath the base station for approximately one second. After approximately one minute the handset will display its internal number. The handset is now registered and the handset display will return to the idle screen.

If the base is not a 4010 or 4016 you will need to follow the user guide for the base station you are registering the 4000 handset to.

Press the **RED PHONE** button until you reach the idle display.

To register Diverse 2000/ 3000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your Diverse 4010 base.

Register your handset according to the instructions in its user guide.

When the handset is in registration mode, you will need to press the **PAGE** button located on the underside of your Diverse 4010 base station, for approximately one second. You will hear a confirmation tone and after a short period of time the handset will be registered. The Diverse 4010 will allocate the next available handset number.

Note

There is no confirmation tone from the **PAGE** *button but if you page all handsets you will know if your handset has registered by the handset ringing.*

To de-register a handset

Press the **LEFT** navigation button to display the list of internal handsets registered to the base.

Press the **UP** or **DOWN** navigation button to select the handset you want to de-register.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `De-reg. H/Set No.`

OK Press the **OK** options button.

Enter the base station PIN (original setting = `0000`).

OK Press the **OK** options button.

Yes Press the **Yes** options button.

Press the **RED PHONE** button to confirm de-registration.

To move between base stations

When your handset is registered to more than one base station you can set it to:

- Automatically connect to the base station with the strongest signal.
- Manually select the base station.

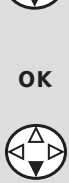
Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `H/Set Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Select Base`.

OK Press the **OK** options button.



Press the **DOWN** navigation button to select the Base you want, or Best Base for automatic connection.

Press the **RED PHONE** button until you reach the idle display.

Help

Try these solutions to the most common problems.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again.
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display	The handset is switched off.	Hold down **RED PHONE** for 1 second. Charge or replace the batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Hold down the **#** button for 1 second.
No connection between handset and base station.	Are you out of range of the base station. Handset is not registered. Base station is not switched on.	Move closer to the base station. Register the handset. Check the mains power is connected correctly.
Handset on the base does not charge.	Is another handset using the line for a long time? Is the handset placed on the base properly? Are the batteries in correctly?	Maximum charging power is only possible when no calls are being made. Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone. Check that you have put the batteries in the right way, you will hear a confirmation tone.

Handset does not ring.	The handset ringer may be switched off.	Hold down ✱ to switch the ringer back on.
You cannot dial external numbers.	Call barring may be set.	Switch off call barring *(see page 46)*.
Your cannot hear your caller.	The **LEFT** navigation button has been pressed and the microphone is muted.	Press to switch the microphone back on.
The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
You cannot hear the ringer or dialling tone.	You have changed the telephone line cord on your Diverse base.	Check that the cord has the correct 3-4 pin assignment of the telephone leads/EURO CTR37.
You keep hearing the error beep (a descending tone)	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.

Compatibility

The tables below give you a quick reference guide to compatibility when registering different handsets to bases within the Diverse 3000 and 4000 range.

4000 Classic handset	4010/4016 Executive	3010 Executive
Caller Display/Call Waiting	Yes	Yes
Time displayed in idle mode	Yes	No
Language selection	No	No
SMS	No	No
Loudspeaker via the base	No	Yes
Room monitor	No	No
Walk and Talk mode	No	No

4000 Executive handset	4010/4016 Classic	3010/3016 Classic
Caller Display/Call Waiting	Yes	Yes*
Time/date displayed in idle mode	Yes	Yes
Language selection	No	No
SMS	No	No
Loudspeaker via the base	Yes	Yes
Directory transfer	Yes	No
Room monitor	Yes	Yes
Walk and Talk mode	Yes	Yes
Call Barring	No	Yes

It is possible for Diverse 4000 and Diverse 3000 Executive Handsets to transfer directory entries.

*With the Diverse 3016, although you will hear the beeps when a call is waiting, the number or name of the waiting caller will not be shown on the handset display.

General information

Guarantee

Your Diverse 4010 Executive is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the Diverse 4010 Executive, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 54, or contact the Diverse Helpline on **08457 908070** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **08457 908070** and ask for details of our recommended repair agents.

Technical information

How many telephones can you have on the line?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT Diverse 4010 Executive (with up to 6 handsets) has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example: if the BT Diverse 4010 is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4)

Only use approved power supply item code M-GA35-095130F.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Helpline

If you are experiencing difficulty, please call the BT Diverse Helpline on **08457 908070**.

Switchboard compatibility

Generally this telephone may be connected to switchboards which support tone signalling and timed break recall. In the event of any difficulties please consult your switchboard Service Provider.

To set the dialling mode

You need only adjust this setting if your switchboard does not operate with the pre-set tone dialling. You can change the dial mode to pulse dialling.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Base Set`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until display shows `Add Features`.

OK Press the **OK** options button. Display shows `Dial Mode`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to select:
- tone (with TBR)
- pulse (with Earth Recall)
- DTMF-Earth (tone with Earth loop recall)

OK Press the **OK** options button to confirm. The display shows `Saved`.

Press the **RED PHONE** button until you reach the idle display.

To set the recall time

You need only adjust this setting if your switchboard requires a different recall time to the pre-set recall time of 100ms .

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Base Set`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Add Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `TBR`.

OK Press the **OK** options button.

Press the **DOWN** navigation button to select the flash time `80`, `100`, `120`, `180`, `250` or `300ms`.

OK Press the **OK** options button to confirm. The display shows `Saved`.

Press the **RED PHONE** button until you reach the idle display.

Note

100 MS is the standard setting for most UK switchboards.

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your Diverse 4010 you can switch to tone dialling during the call.

During your call:

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Temp.Tone`.

OK Press the **OK** options button. Tone dialling is now active.

Press the **RED PHONE** button until you reach the idle display.

Note

This setting is only for the duration of the call.

To set the pause length

You can set the length of the pause that is automatically inserted after you press the **GREEN PHONE** button and before the telephone number is sent from your phone.

OK Press the **OK** options button.

Enter the code **8 9 1 6**.

Enter the pause length:

1 = 1 second, **2** = 3 seconds, **3** = 7 seconds, **4** = 3.2 seconds.

OK Press the **OK** options button to confirm the setting.

Press the **RED PHONE** button until you reach the idle display.

To switch temporarily from pulse to tone dialling

If your switchboard uses pulse dialling but tone dialling is required during a call, you can switch the call to tone dialling.

During your call:

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Temp.Tone`.

OK Press the **OK** options button. Tone dialling is set for the duration of the call.

Press the **DOWN** navigation button until the display shows `Add. Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `TBR`.

OK Press the **OK** options button.

Press the **UP** or **DOWN** navigation button to select the flash time you want. Options are 80ms. 100ms, 120ms, 180ms, 250ms, 300ms, 600ms.

OK Press the **OK** options button to confirm the setting.

Press the **RED PHONE** button until you reach the idle display.

To store the switchboard access code

If your switchboard requires a prefix, e.g. 9, before a number is dialled, your Diverse 4010 Executive can store it so it is dialled automatically for external numbers.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows `Base Settings`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Add. Features`.

OK Press the **OK** options button.

Press the **DOWN** navigation button until the display shows `Access code`.

OK Press the **OK** options button.

Enter the access code, e.g. **9**.

Menu Press the **Menu** options button. Display shows `Save Entry`.

OK Press the **OK** options button to confirm the setting.

Press the **RED PHONE** button until you reach the idle display.

Important

When storing numbers in the Directory, you still need to enter the switchboard access code first.

The code you store here is always dialled automatically before telephone numbers in the caller list and the emergency numbers.

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CE 0682

CE compliant to R&TTE Directive (1999/5/EC)

Addendum

IMPORTANT

With your Diverse Executive you can send and receive (**) SMS Text Messages.

(**) Messages from mobile phones can currently only be accepted from the BT Cellnet Network. As additional Network providers are able to support this service, you will be sent an advisory SMS Text Message from Bizzyline (Direct) Ltd.

You must subscribe to your Networks Caller Display Service in order to use SMS (Text Messaging).

Your SMS Text Message Service Provider is Bizzyline (Direct) Ltd. Please read the Bizzyline (Direct) Ltd, Terms and Conditions for this service before you send your first SMS text message. By sending your first SMS text message you are agreeing to these terms and conditions.

IMPORTANT

Telephone numbers with the 0911 prefix are used for the SMS Service. 0911 numbers are charged at 12p for the initial connection and then at local call rate thereafter. One SMS message is sent on each connection.

General tips for using SMS

Receiving mobile SMS Text Messages

To enable BT Cellnet mobile customers to initiate SMS text messages to your Diverse, they must use the pre-fix **2023** with your telephone number before they send the message. (e.g. **20230123456789**).

Delivery of SMS messages

The SMS service will attempt to deliver a message to you three times, but if your line is busy or otherwise unavailable and the message is undelivered it will be stored for a maximum of three days.

If you do not wish to be disturbed at a certain time of the day, you can arrange for your SMS messages to be delivered between your preferred hours. To arrange this facility, please call **0911 023 5013** and leave a message clearly stating:

- Your name.
- Your full telephone number (inc. dialling code) that your Diverse Executive is connected to.
- The start time and the end time for your messages to be delivered (e.g. Start time 9.00am, end time 10.00pm).

Your SMS account will be updated within the next 48 hours.